GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:465
ANSWERED ON:27.07.2006
CANCELLATION OF FLIGHTS BY PRIVATE AIRLINES
Gadhavi Shri Pushpdan Shambhudan

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received complaints about cancellation of flights by the private airlines from and to various airports in Gujarat thereby causing inconvenience to the passengers;

(b) if so, the number of such complaints received during the last one year; and

(c) the action taken / proposed to be taken by the Government in this regard?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a)and (b): Complaints are received from passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellations, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc. though no statewise data is maintained. During 2005-06, out of 20354 scheduled flights to be operated to/from various cities of Gujarat by private scheduled airlines, 410 flights were cancelled mainly due to bad weather, technical and operational reasons.

(c): All the airlines have been advised that they should display on their respective websites various facilities offered to the passengers, both free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets. Operators are also advised to maintain schedule integrity.